Buffalo Computer Graphics

BCG

Configuring and Sharing Information between DisasterLAN Systems

System to System Interoperability Guide

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DLAN

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Introduction

The purpose of this document is to guide administrative level DisasterLAN (DLAN) users through the process of configuring and sharing information between DLAN systems. Information that can be shared between systems include: Calls/Tickets, Communication Center messages, Situation Reports (Sit Reps), Agency Reports, Incident Action Plans (IAPs), Reference Library items, and ICS Forms.

The document will be broken into six main sections Setup and Configuration, Sending a Call/Ticket, Receiving a Call/Ticket, Posting a Call/Ticket, Replying to a Call/Ticket, and Sending Other Types of Information. The first five sections will use the example of sending a Ticket, sometimes called a "Call," from one DLAN system to another and replying to this Ticket from the second system back to the original system. The last section shows how to send other types of information.

It should be noted that external Tickets are sent to the "External Calls" bin, as shown in Figure 10: External Calls/Tickets. For systems that include the Watch Command Module, they can also be viewed in Watch Command under the "External Calls" bin in the "External Messages" tab. All other types of information will be sent to the "External Messages" bin, as shown in Figure 22: External Messages. When sending information between DLAN systems, it is important to monitor both locations for the most up-to-date information.

This document assumes that the DLAN system being used is configured to receive emails and is accessible to staff not on the network (open facing). Most DLAN systems are configured this way, however if your system does not conform to these requirements or you are unsure if your system does please contact a BCG representative at 716-822-8668 or info@bcgeng.com.

Section 1: Setup and Configuration

1. From the main menu click Admin -> Communication Center.

Figure 1: Navigate to the Communication Center in the Admin Menu

2. From the menu on the left hand side of the screen click "Custom Recipients."
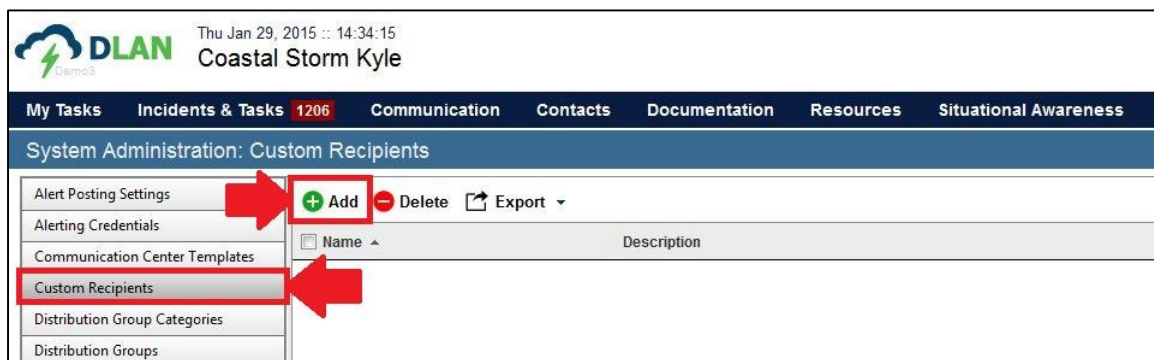3. Click the "Add" button.

Figure 2: Add Custom Recipients

4. Enter a value for the "Name" and "Description" fields.
5. Check the box for "DLAN System."

6. Enter the following value in the "URL" field
   "<BASE>/WebServices/CommunicationCenter.asmx/ReceiveInterop."
   a. *Note: The "<BASE>" placeholder above refers to the base of your DiasterLAN URL address you wish to send to. For example the address https://demo3.disasterlan.org would be combined to "https://demo3.disasterlan.org/WebServices/CommunicationCenter.asmx/ReceiveInterop."*

Figure 3: New Recipient

7. Click the "Save" button. The new recipient will be added to the list.

Figure 4: Custom Recipient List

Section 2: Sending a Call / Ticket

1. From the main menu click Incidents & Tasks -> Ticket Manager.
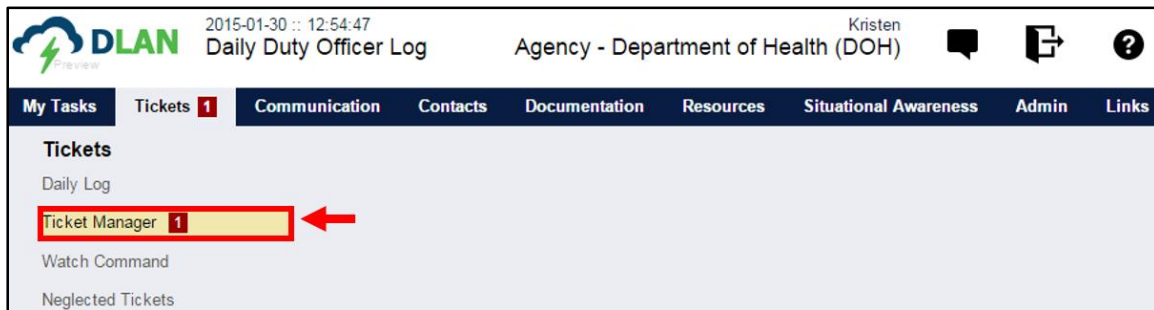
2. Select the ticket you wish to send by clicking on it.
3. From the ticket preview panel click the "Forward" button.
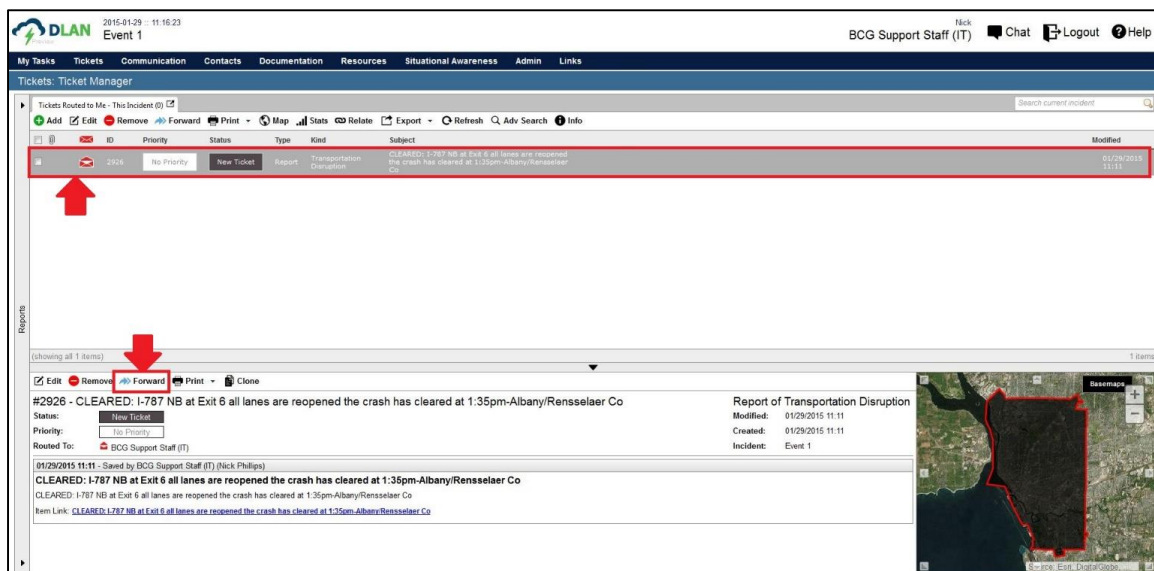
4. The new message window will appear. Click the "To" button to open the address book.

Figure 7: New Message

5. In the address book click the "Custom Recipients" tab.
6. Select the custom recipient for the DLAN system you wish to send to by checking the box next to the recipient's name. For this example we used the custom recipient created and configured in Section 1.

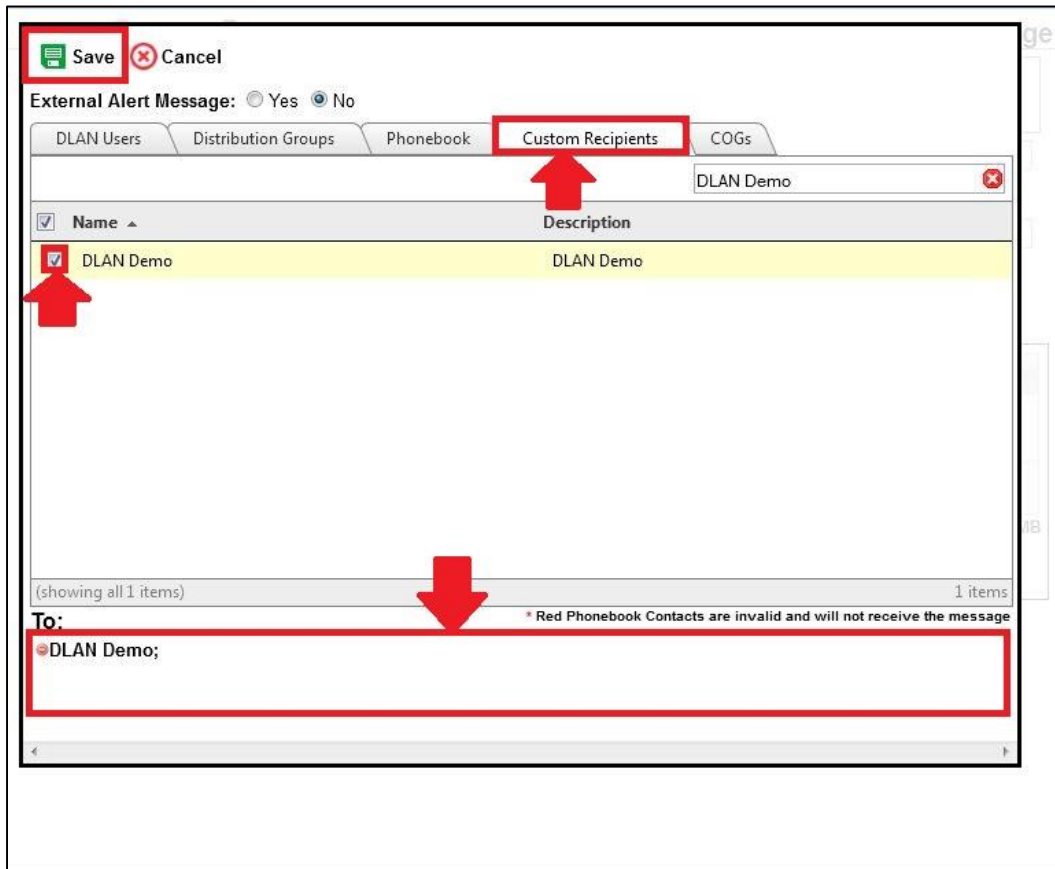7. Once selected the recipient's name is displayed in the "To" box at the bottom of the address book, click the "Save" button.

Figure 8: Select Custom Recipient

8. Click the "Send" button on the new message window to send the message to the selected recipient(s).

Figure 9: Send Ticket to another DLAN System

Section 3: Receiving a Call / Ticket

1. On the site the message was sent click "Communication - > Communication Center" from the main menu, see Figure 1: Navigate to the Communication Center.
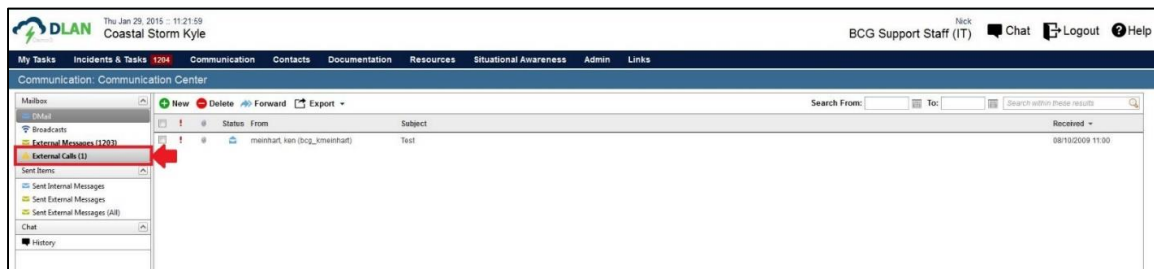2. Once in Communication Center click the "External Call" bin from the left hand side of the screen.

Figure 10: External Calls/Tickets

3. Select the message sent in section 2 by clicking on it.
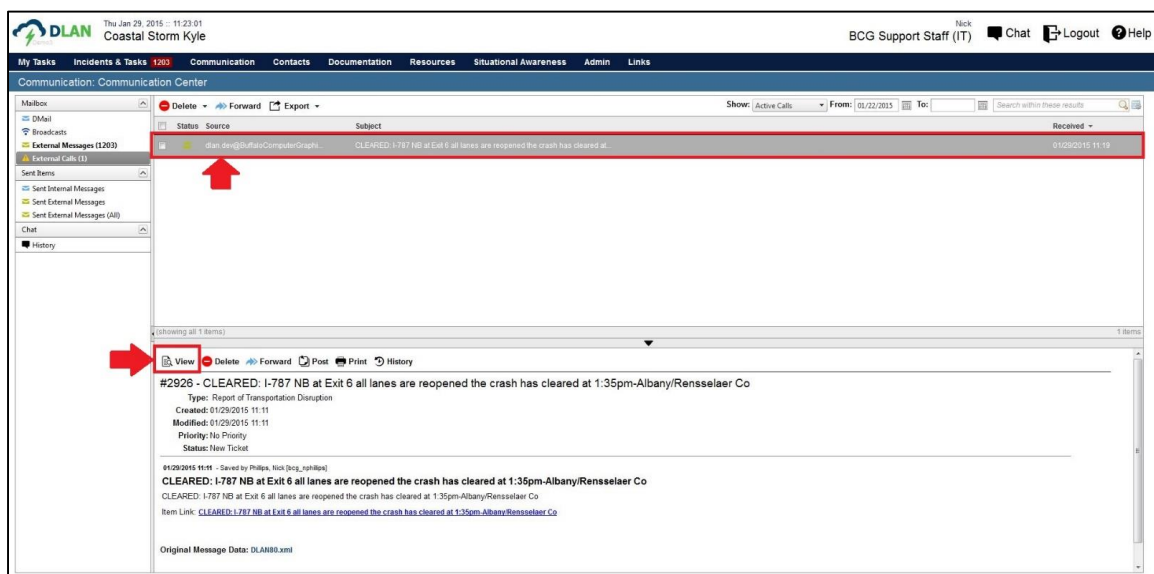4. The full message can be viewed by clicking the "View" button from the preview panel toolbar.

Figure 11: View External Call/Ticket

Section 4: Posting a Call / Ticket
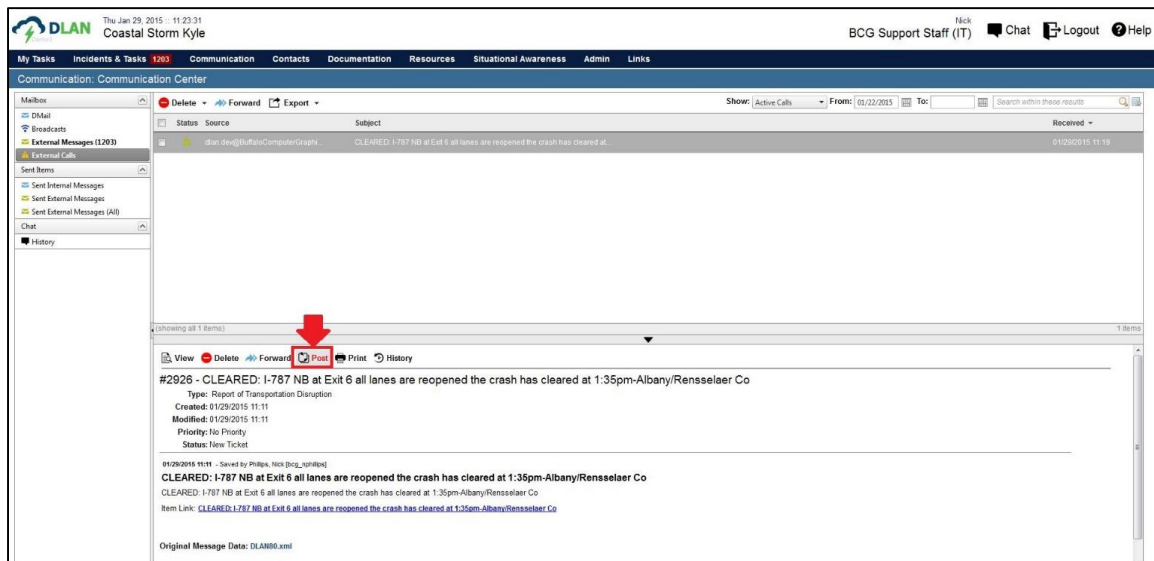
1. From the preview panel click the "Post" button.

Figure 12: Post Message

2. On the "Posting Information" dialog choose the "Post to a New Ticket" option.
   a. *Note: information can also be posting to an existing ticketing by inputting an existing ticket ID.*
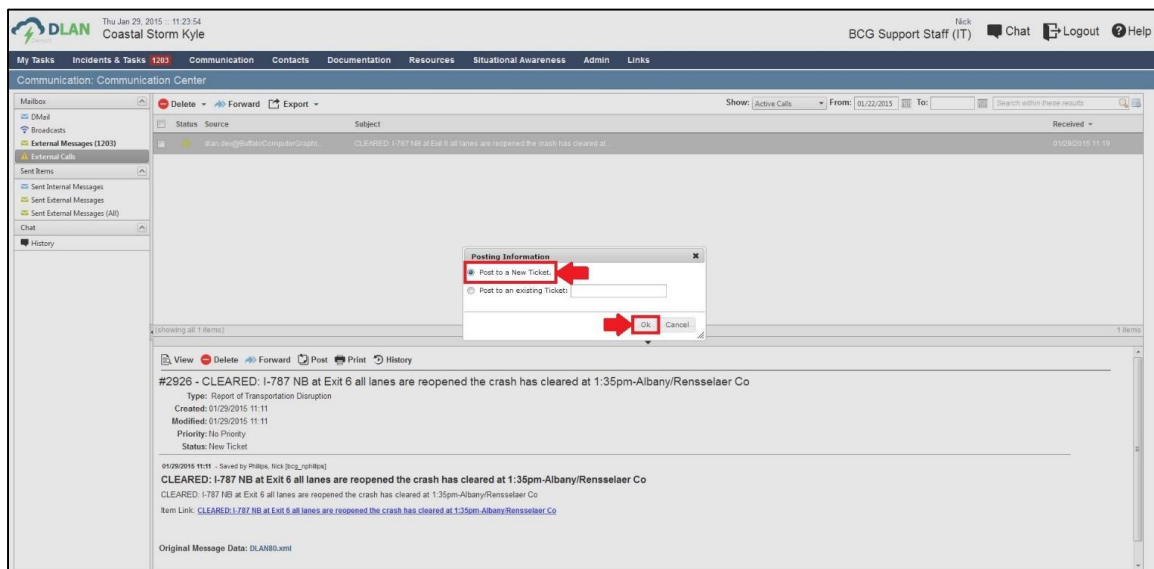3. Click the "Ok" button.

Figure 13: Post to New Ticket

4. The ticket window will appear. The system fills out the subject, type, log, contact information and attachments based on the information in the message. Additionally the system will attempt to match the kind, status, priority and contact type fields if available.

Figure 14: New Ticket created from another DLAN System Ticket

5. Use the "Routing" selector to select the roles within the system you wish to route the ticket to.
6. Once finished editing the ticket click the "Save" button.

Figure 15: Save Ticket

Section 5: Replying to a Call / Ticket

The following instructions refer to DLAN version 9.3. BCG engineers are currently working to simplify this process, making it less manually intensive, for an upcoming update. When the new version is complete updated instructions will be available in the DLAN Help System.

1. Now that the message has been posted to a ticket we can reply to the message within the ticket using the ticket log. Open the ticket completed in step 6 of section 4.
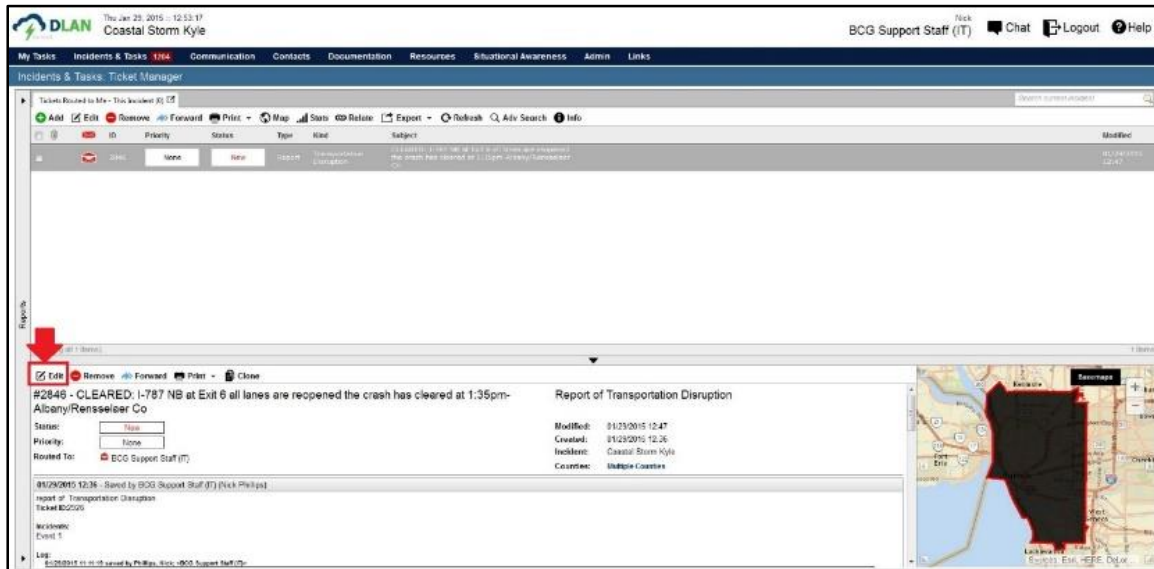

Figure 16: Open Ticket Log

2. Enter an update into the log of the ticket. Once fished editing click the "Save" button.
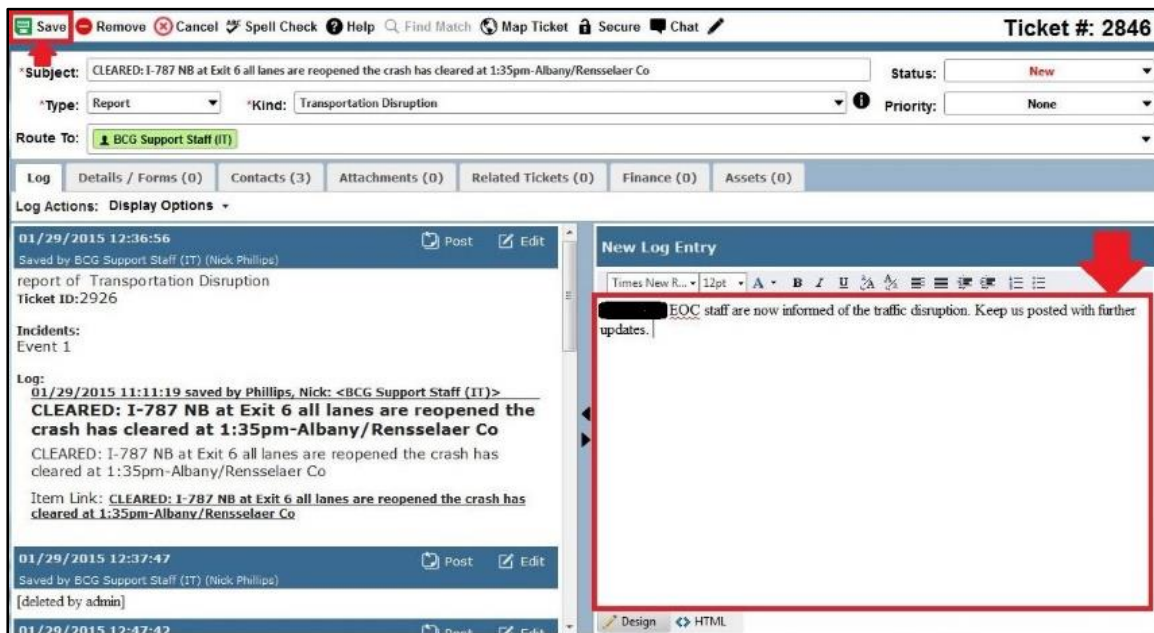

Figure 17: Update Ticket Log

3. On the ticket read receipt click the "Forward" button.

Figure 18: Forward Ticket back to Original DLAN System

4. Repeat steps 4 through 8 of Section 2. Select the custom recipient associated with the system the message originated from.

Section 6: Sending Other Types of Information

The techniques outlined in Sections 1 – 5 can also be applied to Situation Reports, Agency Reports, Incident Action Plans, Reference Library items, and ICS Forms. In this example we'll be sending a situation report from one DLAN system to another.

1. Using the main menu go to Documentation -> Sit Reps
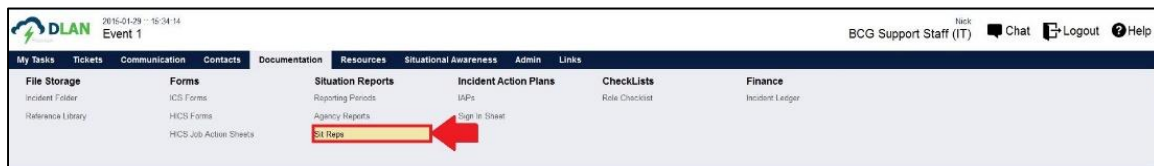
Figure 19: Navigate to Situation Reports

2. Select a situation report and click the "Forward" button from the preview panel toolbar.
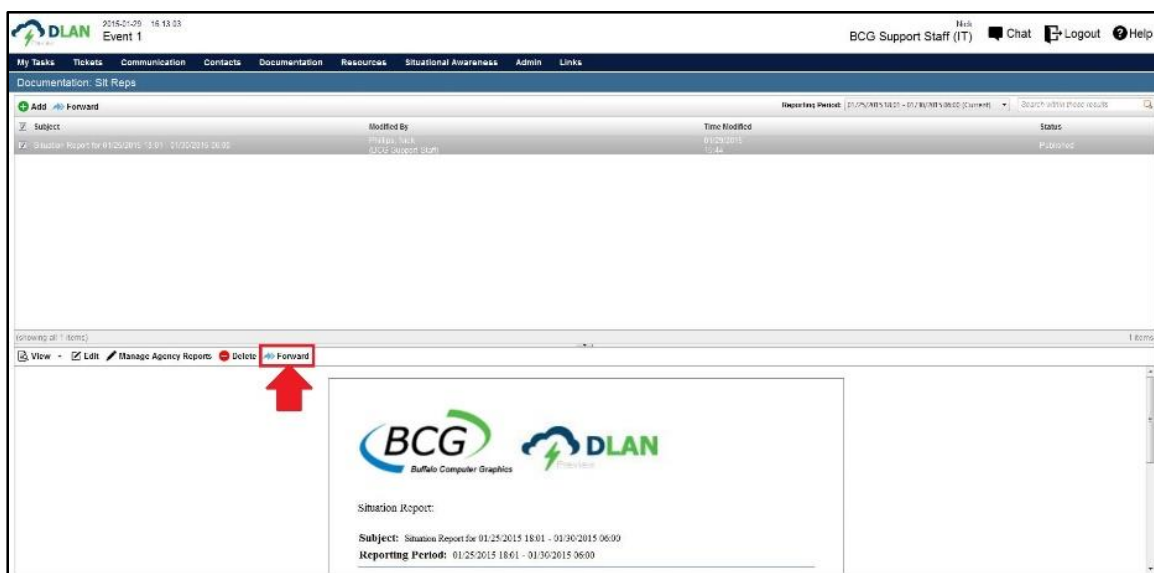

Figure 20: Forward Situation Report

3. On the new message window use the address book to select the desired recipient. This is similar to the actions performed in Section 2 steps 4 -8.

4. Enter a message subject and then click the Send button.

Figure 21: Send Situation Report to another DLAN System

5. The message will appear on the selected DLAN system under Communication -> Communication Center -> External Messages.
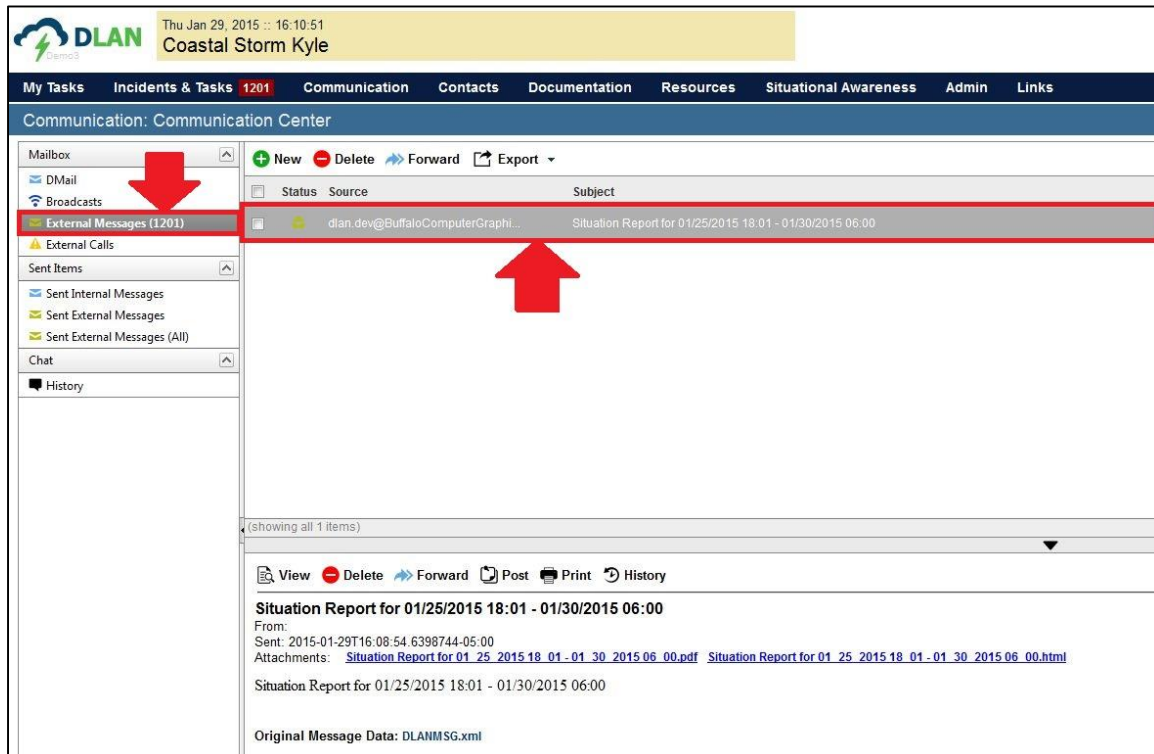
Figure 22: External Messages

Remember: Anything forwarded to another system will appear under the "External Messages" bin EXCEPT tickets. Tickets forwarded to another system appear under the "External Calls" bin. This is an important distinction. Also for customers that utilize the "Watch Command" module; the content of the "External Messages" bin in Watch Command is EXACTLY the same as the content of the "External Messages" bin in Communication Center.

Conclusion

The ability to share information between different DLAN systems allows for work across multiple jurisdictions. With the proper configurations any DLAN system can share information with any other DLAN system. This document illustrates how to share information between DLAN Systems. This paper mainly focuses on Ticket sharing, however this process can also be used to share Communication Center messages, Situation Reports (Sit Reps), Agency Reports, Incident Action Plans (IAPs), Reference Library items, and ICS Forms.

Once custom recipients have been added to the system, sending information between systems is a relatively straight forward process. However, BCG engineers are always striving to make the system even more user friendly. Work is currently under way to further simplify the process, especially in terms of replying to a Ticket from another DLAN system. Once these updates are complete sharing information between DLAN systems will be even easier.